

**REMARKS**

Claims 1-24 are pending in this application. Claims 1, 8, and 15-18 are independent claims. Claims 2-5, 9-12, and 19-24 are dependent claims. Claims 18-24 have been withdrawn from consideration.

Claims 1-6, 8-13 and 15-17 have been rejected and claims 7 and 14 have been objected to. Amendments to claims 1, 8, and 15-17 are presented herein. No new matter is being presented, and approval and entry of the amendments are respectfully requested.

**Rejections Under 35 U.S.C. § 103(a)**

In numbered paragraph 4 on pages 3-8 of the current Office Action, the Examiner rejected claims 1-6, 8-13 and 15-17 under 35 U.S.C. § 103(a) as being unpatentable over Filepp et al. (U.S. Patent No. 5,758,072). Applicants respectfully traverse this rejection for the reasons presented below.

The Filepp reference relates to a distributed processing, interactive computer network that provides large numbers of simultaneous users access to large numbers of applications that feature interactive text/graphic sessions (Filepp at abstract). Referring to FIG. 2, Filepp discloses that an exchange of messages between a network 10 and external parties occurs between two applications, that is, a message received from a user is provided to an external party such as a supplier of information to the network 10 (e.g., Dow Jones). See Filepp at col. 34, line 65 to col. 35, line 6.

The layer 200 of Filepp, including the gateway system 210 in the delivery system 20, maintains the network databases and other information necessary to support the network 10 (Filepp at col. 4, lines 39-40). Accordingly, the network 10 of Filepp provides information on a wide variety of topics, such as news, industry, financial needs, hobbies, and cultural interests (Filepp at col. 6, lines 36-38) by the layer 200, for any user. In contrast, the business support system of the present invention maintains the latest information (i.e., a user's personal information) that is supplied from one of the external processing systems.

**The Amended Claims Patentably Distinguish Over the Prior Art**

**Amended Claim 1**

In item 5 on page 8 of the Office Action the Examiner indicated that claim 7 would be allowable if rewritten in independent form. Claim 7 depended from claim 6 which depended from claim 1. By this Amendment, claim 1 has been amended to include all of the features of claim 7 and the first two paragraphs of the body of claim 6. Thus, claim 1 as amended, is directed to a business support system which includes:

data management means for managing the service information converted into the predetermined form by the one of the data form conversion means;

determining means for determining whether or not the service information is updated by accessing the corresponding external processing system;

accessing means accessing the corresponding external processing system to send the service information request data converted into the form that can be processed by the corresponding external processing system to obtain the service information with respect to the service information request data, when the determining means determines that the service information is not updated,

wherein the service information obtained from the corresponding external processing system is converted into the predetermined form by the one of the data form conversion means, managed by the data management means, and provided to the terminal apparatus by the service information providing means.

Thus, it is submitted that claim 1 patentably distinguishes over the prior art.

**Claims 2-5 and 12**

Claims 2-5 and 12 depend from claim 1 and include all of the features of that claim, plus

additional features which are not taught or suggested by the prior art. Therefore, it is submitted that claims 2-5 and 12 patentably distinguish over the prior art.

Amended Claim 8

In item 5 on page 8 of the Office Action the Examiner indicated that claim 14 was objected to, but would be allowable if rewritten in independent form. Prior claim 14 depended from claim 13 which in turn depended from claim 8. By this Amendment, all of the features of prior claim 14 and the first two paragraphs of the body of claim 13 have been added to independent claim 8. It is submitted that the prior art does not teach or suggest the claimed business support system which includes:

a data management unit managing the service information converted into the predetermined form by the one of the data form conversion units;

a determining unit determining whether or not the service information is updated by accessing the corresponding external processing system; and

an accessing unit accessing the corresponding external processing system to send the service information request data converted into the form that can be processed by the corresponding external processing system to obtain the service information with respect to the service information request data, when the determining unit determines that the service information is not updated,

wherein the service information obtained from the corresponding external processing system is converted into the predetermined form by the one of the data form conversion units, managed by the data management unit, and provided to the terminal apparatus by the service information providing unit.

Therefore, it is submitted that claim 8 patentably distinguishes over the prior art.

Claims 9-11

Claims 9-11 depend from claim 8 and include all of the features of that claim plus additional features which are not taught or suggested by the prior art. Therefore, it is submitted that claims 9-11 patentably distinguish over the prior art.

Amended Claim 15

Claim 15, as amended, is directed to a business support system which includes:

data management means for managing the information being generated based on the contents of the one of the data items; and

determining means for determining whether or not the information is updated by accessing the corresponding system,  
wherein one of the plurality of data access routines, which corresponds to the one of the data items of the user information requested by the data requesting means, is enabled when the determining means determines that the information is not updated.

Therefore, it is submitted that claim 15 patentably distinguishes over the prior art.

Amended Claim 16

Claim 16, as amended, is directed to a business support system which includes:

data management means for managing the information being generated based on the contents of the one of the data items; and

determining means for determining whether or not the information is updated by accessing the corresponding system,  
wherein one of the plurality of data access routines, which corresponds to the one of the data items of the user information

requested by the data requesting means, is enabled when the determining means determines that the information is not updated.

Therefore, it is submitted that claim 16 patentably distinguishes over the prior art.

Amended Claim 17

Claim 17, as amended, is directed to a business support system which includes:

data management means for managing the service information converted into the predetermined form by the one of the data form conversion means;

determining means for determining whether or not the service information is updated by accessing the corresponding external processing system;

accessing means accessing the corresponding external processing system to send the service information request data converted into the form that can be processed by the corresponding external processing system to obtain the service information with respect to the service information request data, when the determining means determines that the service information is not updated;

wherein the service information obtained from the corresponding external processing system is converted into the predetermined form by the one of the data form conversion means, managed by the data management means, and provided to the terminal apparatus by the service information providing means;

Therefore, it is submitted that claim 17 patentably distinguishes over the prior art.

**Conclusion**

In accordance with the foregoing, it is respectfully submitted that all outstanding rejections have been overcome and/or rendered moot, and further, that all pending claims patentably distinguish over the prior art. Thus, there being no further outstanding rejections, the application is submitted to be in condition for allowance, which action is earnestly solicited.

If there are any formal matters remaining after this response, the Examiner is requested to telephone the undersigned to attend to these matters.

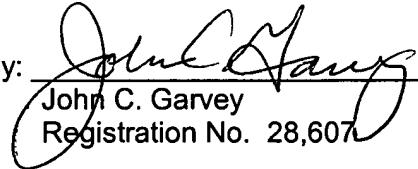
Finally, if there are any additional fees associated with filing of this response, please charge the same to our Deposit Account No. 19-3935.

Respectfully submitted,

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Date: 10-4-04

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